

NEW POSITION

Mental Health Association in Orange County, Inc.



**HOUSING ADMINISTRATIVE ASSISTANT/CASE AIDE
JOB POSTING**

- I. Title:** Housing Administrative Assistant/Case Aide
- II. Reports to:** ICP/Housing Manager
- III. Job Objectives:**
- Work as integrated team member in the Housing department.
- Perform duties while actively promoting an environment consistent with MHA's Cultural Equity Policy and WELCOME Orange.
- IV. Qualifications:**
- High School Diploma with 2 years of experience in human services.
 - Ability to work independently with minimal direct supervision.
 - Familiarity with Electronic Health Record Program(s) preferred.
 - Effective written and oral communication skills.
 - Proficiency in Excel and Microsoft Word required.
 - Knowledge of Medicaid procedures and HUD regulations preferred.
 - Must be organized, self-motivated and have the ability to coordinate multiple tasks simultaneously.
 - Ability to exercise sound judgment under crisis situations and to abide by regulations regarding confidentiality.
 - Valid NYS Driver's License and ability to drive with current driving record acceptable for agency insurance coverage.
 - Must be clear and maintain an acceptable record under the Medicaid Fraud & Abuse clearance process.
- V. Responsibilities:**
- Attend Housing team meetings as required.
 - Attend trainings and meetings relevant to Supported Housing and HUD.
 - Assist with answering incoming phone calls from program participants, as well as conduct telephone wellness checks to program participants. Assist with crisis intervention phone calls as needed.
 - Serve as a "case aide" to assist Housing Case Managers with support service tasks.
 - Schedule appointments for program participants with their assigned Housing Case Manager.
 - Assist with filing and organization of program participant files.

- Maintain program participant face sheets with updated contact information as needed.
- Assist with completion of monthly billing invoices.
- Assist with Housing SPOA (Single Point of Access) and Coordinated Entry referrals including but not limited to: sending information letters, phone contacts, researching referral locations and maintaining referral lists.
- Learn Foothold/AWARDS system and upward enrollment process as assigned by supervisor.
- Provide assistance in entering referrals into AWARDS.
- Complete Foothold/AWARDS data collection information.
- Assist with the maintenance of program participant records electronically through GSI and AWARDS (Foothold Technology Electronic Record Keeping System).
- Maintain various databases for billing and reporting purposes.
- Manage reporting requirements for all Housing programs.
- Interface with the relevant Managed Care Organizations, Orange County Mental Health Department, CoC, HMIS, SAGE, ESNAPS, CAIRS, and other platform liaisons.
- Review data for completeness, accuracy, and adherence to standards to ensure all paperwork, documentation, QA requirements and billing needs are met.
- Assist with the maintenance of program participant files according to program policies and procedures
- Establish and maintain linkage with appropriate community agencies and service providers.
- Represent MHA at meetings as necessary.

VI. *Other Duties:*

- In the spirit of teamwork, answer MHA's main office phone as needed.
- Participate in MHA's committees as needed.
- Duties outlined above are intended to describe the essential job functions, the general supplemental functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned, and management retains the right to add or change the duties at any time.

VII. *Terms of employment/benefits:*

- Non-Exempt.
- Weekly hours may vary depending on hours worked for Innovation Coordinator position.
- Up to Forty (40) hours per week.
- Paid holidays, vacation, personal and sick leave according to MHA policy.

Please send letter of intent and resume to:

Mental Health Association in Orange Co. Inc.
73 James P. Kelly Way
Middletown, NY 10940
or fax to (845) 343-9665
or email to mharecruiting@mhaorangeny.com